

INTRODUCTION TO THE POCKET MANUAL OF ELDER SERVICES

The **Rhode Island Department of Elderly Affairs (DEA)** published the first edition of **The Pocket Manual of Elder Services** in 1975 as a division of the **Department of Community Affairs**. The subsequent editions of **The Pocket Manual of Elder Services** have followed the simple format of the original. Each section provides a concise, accurate description of the program listed and current contact information.

Every effort has been made to verify the information contained in the **2006 Pocket Manual of Elder Services**. This information is accurate as of the publication date of January 1, 2006. Corrections for the 2007 edition should be forwarded in writing to Chief of Information & Public Relations, RI Department of Elderly Affairs, Benjamin Rush Building 55, 35 Howard Avenue, Cranston, RI 02920.

The **Pocket Manual of Elder Services** is also available in Spanish and large print. For a copy of these editions, call the **Customer Information Referral and Assistance Center** at **462-4000 (Voice)** or **462-0740 (TTY)**.

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WELCOME TO THE RHODE ISLAND DEPARTMENT OF ELDERLY AFFAIRS (DEA)

DEA was established in 1977 (under RIGL 42-66-1) in response to the growing needs of Rhode Island's older population. **DEA** is the state's primary agency devoted to the development, implementation and monitoring of a comprehensive system of community-based programs and services for seniors and adults with disabilities. **DEA** is also designated as the state's single planning and service area agency on aging under the provisions of the **Older Americans Act**.

To serve the needs of our constituency, we must have a mission. The **DEA** mission is **to ensure excellence in service, advocacy, and public policy dedicated to the needs of older Rhode Islanders, families and caregivers.**

As seen in the **2000 Census**, there is an expanding population of older citizens in Rhode Island. The **2000 Census** counted just over one million Rhode Islanders. More than 190,000 were age 60 and older. This represents 18.3 percent of our population and we rank eighth in the nation in this category. More than 152,000 Rhode Islanders are age 65 and older. This is 14.5 percent of our population and we rank sixth in the nation for this category.

DEA QUICK REFERENCE GUIDE

Rhode Island Department of Elderly Affairs

John O. Pastore Center
Benjamin Rush Building 55
35 Howard Avenue
Cranston, RI 02920

Main Number.....462-3000

**Customer Information Referral and
Assistance Center.....462-4000 (Voice)
462-0740 (TTY)**

Web Site..... www.dea.state.ri.us

For faster service, call these departments:

**Director..... 462-0501
Health Insurance Counseling.....462-0524
Heating Assistance.....462-4000
462-0740 (TTY)**

**Home & Community Care.....462-0570
Media & Communications.....462-0509
Pharmacy Assistance.....462-4000 (Voice)
462-0740 (TTY)**

**Protective Services.....462-0555
Senior Companion Program.....462-0569**

***IMPORTANT NOTICE: Rhode Island residents
can dial any DEA telephone number from their
residential phone without incurring a toll
charge on their telephone bill.***

DIRECTIONS TO DEA
RI Department of Elderly Affairs
John O. Pastore Center
Benjamin Rush Building 55
35 Howard Avenue
Cranston, RI 02920

From Route 95 North: Take Exit 14B off Route 95 North to Route 37 West. Take a left at the traffic light on to Pontiac Avenue. Follow the signs to the **John O. Pastore Center**. At the third traffic light, take a right on to Howard Avenue. **DEA** is located .3 miles on the right in the **Benjamin Rush Building 55**.

From Route 95 South: Take Exit 14B to Route 37 West. Take a left at the traffic light on to Pontiac Avenue. Follow the signs to the **John O. Pastore Center**. At the third traffic light, take a right on to Howard Avenue. **DEA** is located .3 miles on the right.

From Reservoir Avenue (Route 2-Note: Route 2 South becomes New London Avenue): At the intersection of New London Avenue and Howard Avenue, turn left on to the **John O. Pastore Center**, Howard Avenue. **DEA** is located .3 miles on the left.

DIRECTIONS TO DEA

From Route 295: Take Exit 3A-Route 37 East. Turn right on to Pontiac Avenue at Exit 3 and follow signs to **John O. Pastore Center**. At the third traffic light, take a right on to Howard Avenue. **DEA** is located .3 miles on the right.

Parking for **DEA** is located in the front of the building and across the street.

Bus Route: From Kennedy Plaza, Providence, take **Bus 22-Pontiac Avenue**. The **Rhode Island Public Transit Authority (RIPTA)** has several departures each day that stop at **DEA**. For scheduled times, call **RIPTA** at **784-9500**, or go to **www.ripta.com**.

DEA offices are located on the second floor of Benjamin Rush Building 55. Office hours are 8:30 a.m. to 4:00 p.m., Monday through Friday.

ADULT DAY SERVICES

These **DEA** licensed centers provide frail and functionally challenged adults, including those with Alzheimer's disease and related dementia, with care and supervision in a safe environment. Services include therapeutic , recreation, and health services, and respite for caregivers.

Bristol: **Cornerstone Adult Services**.....254-9629

Coventry: **Cornerstone Adult Services**.....822-6212

Cranston:

Cranston Adult Day Care.....780-6243

Hope Alzheimer's Center.....946-9220

Victoria Court Adult Day Services.....946-5522

Little Compton: **Nancy Brayton Osborn**.....635-2358

Middletown: **Forest Farm Adult Day Svcs**.....849-8326

North Providence:

Fruit Hill Day Services for for Elderly.....353-5805

Generations Adult Day Health Center.....725-6400

Pawtucket: **New Horizons Adult Day Care**.....727-0950

Providence:

Jewish Srs./Comprehensive ADC.....351-2440

PACE Organization of RI.....490-6566

Smithfield: **Dora C. Howard, Centre, Ltd**.....949-3890

So. Kingstown: **So. Kingstown AD Svcs**.....783-8736

Warren: **The Willows Adult Day Care**.....245-2323

Warwick:

Cornerstone Alzheimer's Center.....738-8295

Cornerstone-Apponaug Center.....739-2847

Westerly Adult Day Services.....596-1336

Woonsocket:

Alternative Adult Care.....766-0516

ADVOCACY

Seniors have opportunities to influence public policy through the following groups:

The **Rhode Island Advisory Commission on Aging** was created in 1977 under the mandate of both the federal Older Americans Act and Rhode Island law. The **Commission** is comprised of 25 members; 21 are appointed by the Governor and four members are appointed by members of the Rhode Island General Assembly. The **Commission** advises the Governor and the Director of **DEA** regarding issues and problems confronting elders and adults with disabilities. Call **462-0546**.

The **Rhode Island Forum on Aging** was established in 1991 to bring together a consortium of leaders from established senior, educational, and advocacy organizations. The **Forum** provides a focal point on aging issues, provides information on these issues, and establishes priorities for advocacy. Call **462-0546**.

The **Silver Haired Legislature (SHL)**, created in 1981, is a non-partisan, non-profit organization composed of 75 seniors representing each legislative district in Rhode Island. Meetings are held each year to debate issues, develop resolutions, and recommend legislation to state and national officials. **SHL** efforts are focused on advocating for senior issues by promoting knowledge of the governmental and legislative process. Call **462-0546**. Their web site is www.rishl.org.

The **Rhode Island Long Term Care Coordinating Council (LTCCC)** was created in 1987 to bring together leaders from the public and private sector to coordinate the state's long term care agenda. The **Council** is committed to bringing quality, affordable, and accessible long term care to Rhode Islanders. Call **222-2371**.

ADVOCACY

In addition to the **LTCCC**, the **Governor's Cabinet on Chronic and Long Term Care** was established by executive order in 2003. The directors of several state departments join together to shape the future of long-term care in Rhode Island. Call **462-0501**.

AARP-Rhode Island, 10 Orms Street, Providence, RI 02906 is a non-profit, non-partisan organization for those 50 and older. For its 35 million members, benefits include pharmacy service, insurance, group travel service, local chapter meetings, and legislative awareness. **AARP** lobbies the federal and state government for programs and services that enhance the quality of life for seniors. Call the **Rhode Island Chapter of AARP** at **866-542-8170**.

Aging 2000, 765 West Shore Road, Warwick 02886, is a non-profit consumer organization dedicated to improving health care and social services for Rhode Island seniors. **Aging 2000** helps to educate consumers on health care options and helps them evaluate various health care plans. Call **921-1444**. **Aging 2000** also accepts reports on **Medicare** fraud, waste, and abuse. Call **1-888-684-7200**. Their web site is www.aging2K.org.

The **Gray Panthers of Rhode Island** is part of an intergenerational advocacy organization that works for social and economic justice. Among the issues which the organization concentrates on include access to affordable health care, housing, education, transportation, and the preservation of **Social Security**. Call **725-1122**.

Senior Action in a Gay Environment (SAGE/RI) offers support and social opportunities to elder gay persons. Call **751-1487**.

Parents, Families and Friends of Lesbians and Gays (PFLAG) is a support organization that helps parents of gays and lesbians to understand and accept their children. For information on monthly meetings, call **751-7571** or go to their web site at www.gbwebworks.com/pflag.

AGENCIES FOR THE BLIND

IN-SIGHT, 43 Jefferson Boulevard, Warwick, RI 02888 helps blind persons develop skills in communication, mobility, orientation, self-care, and home-making.

IN-SIGHT assists those having problems with aging and blindness. **IN-SIGHT Radio** broadcasts readings of newspapers, magazines and books for the blind and visually impaired. Call **941-3322**.

Saving Sight conducts glaucoma screening programs and public information campaigns to detect and fight causes of blindness. Call **738-1150**.

State Services for the Blind and Visually Impaired provides vocational rehabilitation, counseling, medical evaluation, home teaching, and other services. Call **222-2300 (Voice)** or **222-3010 (TTY)**.

Any resident 65 or older who does not have an ophthalmologist can receive no cost medical eye care services through the **EyeCare America Seniors Program**. Call the **Help Line** at **1-800-222-EYES (3937)**.

Persons who have a visual impairment or physical disability that hinders them from using traditional library materials may borrow books and magazines in large print, braille, or talking books on cassette or disc, free of charge, through **Talking Books Plus**. Call **222-5800**.

Machines and materials are shipped free directly through the U.S. mail. However, the statewide library delivery system allows homebound persons to return materials through their local public library.

ALZHEIMER'S DISEASE

The **Alzheimer's Association, Rhode Island Chapter**, 245 Waterman Street, Providence, RI 02906, is a non-profit organization affiliated with the national group. Its mission is to coordinate resources for caregivers, educate health professionals and the general public, and advocate for improved public policy. Other services of the **Alzheimer's Association** include a helpline, speaker's bureau, newsletter, affiliated family support groups, and an early stage support group for those with the disease.

For information about these services, contact the **Alzheimer's Association, Rhode Island Chapter** at 421-0008, or 1-800-244-1428. The local web site is www.alz-ri.org.

Police departments with **Alzheimer's Alert** programs register Alzheimer's patients so the police may assist them if they are found wandering.

Many services listed in this booklet may be helpful to those with Alzheimer's disease and their families, including assisted living/residential care, home and community care, adult day services, elder care services, caregiver support groups, and legal assistance.

The web site for the national Alzheimer's Association is www.alz.org.

ARTHRITIS FOUNDATION: NORTHERN & SOUTHERN NE CHAPTER

The **Arthritis Foundation, Northern & Southern NE Chapter**, 2348 Post Road, Suite 104, Warwick, RI 02886 seeks to improve the lives of 66 million Americans through prevention, treatment, control and cure of arthritis and related diseases. Arthritis is the nation's number one cause of disability.

While this disease and its related conditions cause pain and loss of movement, the **Foundation** offers many strategies to help people lead active, fulfilling lives.

Services include:

- Aquatics programs
- Exercise programs
- Self-help programs
- Support groups
- Information and referral
- Advocacy

For information, call **739-3773**, or go to **www.arthritis.org**.

CASE MANAGEMENT

Case management programs assist older Rhode Islanders who wish to remain at home for as long as possible.

To qualify, Rhode Island residents must be 60 or older (or Alzheimer's victims of any age), homebound, frail, or disabled and unable to remain at home without supportive care.

Through **case management** services, clients receive an assessment of their needs. A case manager develops a plan of care which includes options for community based services. The case manager will assist in securing needed services, monitor the care plan, and offer training and support for family caregivers.

Clients with limited incomes and few cash resources may qualify for free or reduced-cost home care services.

Contact the nearest agency:

Aquidneck Island:

Child & Family Service of

Newport County.....845-2270

East Bay:

East Bay Community Action.....437-1000

Kent County:

Westbay Community Action.....732-4660

Northwest:

Tri-Town Community Action.....351-2750

Providence County:

Meals on Wheels of RI.....351-6700

South County/Coventry:

C.R.A., Inc......822-6208

COMMUNITY ACTION PROGRAMS

Community Action Programs (CAPs) are local social service agencies working to alleviate the problems of poverty through a positive and coordinated approach.

Programs include community organizing, consumer education, counseling, health, winterization, and other services.

Minor home repairs, energy audits, storm doors and windows, insulation, caulking and weatherstripping, window replacement, boiler repairs, and replacement burners comprise **CAP** weatherization services.

Area agencies include:

Aquidneck Island/Newport:

East Bay Community Action.....847-7821

Blackstone Valley CAP723-4520

Cranston: **Comprehensive CAP467-9610**

East Bay:

East Bay Community Action.....437-1000

Kent County:

Westbay Community Action.....732-4660

Northwest: **Tri-Town CAP351-2750**

Providence Community Action.....273-2000

South County Community Action.....789-3016

Woonsocket:

Family Resources CAP766-0900

COMMUNITY DIVERSITY INITIATIVE

The **DEA Community Diversity Initiative** was created to assure that programs and services are accessible to Rhode Island's culturally diverse population.

The focus of the **Community Diversity Initiative** is to determine the needs of the state's minority communities, improve the resources for these elderly citizens and their families, develop community partnerships to improve the visibility of senior services, and make effective changes in the delivery of these services.

DEA Community Diversity Initiative staff also offers technical assistance to community organizations serving minorities in obtaining grants for programs such as health promotion and disease prevention and to develop statistical and marketing outreach strategies.

The community-based agency members of the **Coalition for Diverse Elder Services** assist the **DEA Community Diversity Initiative** to achieve these goals.

For information, call **462-0524**.

COMMUNITY LIVING OPTIONS

Some seniors and adults with disabilities may be able to remain in the community with the appropriate support services, home adaptations, and assistive devices. **Community Living Options** are designed to enable seniors and adults with disabilities to live in a less restrictive community based environment or in their own home.

Home adaptations include modifications such as ramps, safety bars, or widened doorways. Assistive devices include tub benches, reachers, or alerting systems. Home and community support includes services such as personal care assistants, homemakers, home health aides, **Meals on Wheels**, or an emergency response system.

Call **Ocean State Center for Independent Living (OSCIL)**, 1944 Warwick Avenue, Warwick, RI 02889 at **738-1013 (Voice)** or **738-1015 (TTY)** or **PARI**, 500 Prospect Street, Pawtucket, RI 02860 at **725-1966 (V/TTY)** for information about services, housing or transportation. **PARI** also runs a **Consumer-Directed Personal Care Assistant Program**.

Persons who are eligible for **Medical Assistance (Medicaid)** may be eligible for home adaptations, support services and assistive devices at no cost. Call the local **DHS** long-term care office listed in this book under **Nursing Homes/Long Term Care**.

Persons who had a significant disability before age 22 should call the **Department of Mental Health Retardation and Hospitals** at **462-3421 (Voice)** or **462-3226 (TTY)**.

COMMUNITY LIVING OPTIONS

Persons 65 and older may be eligible for home and community based services from **DEA**. Call **462-0570**.

Other independent living resources include **TechACCESS of Rhode Island**, 110 Jefferson Boulevard, Suite I, Warwick, RI 02888 and **Relay Rhode Island**. **TechACCESS** enables persons with disabilities to try out computers, software, and other assistive and adaptive equipment. Call **463-0202**.

Relay Rhode Island can connect hearing-impaired Rhode Islanders with various government agencies and also assist them in completing the call. Call **1-800-745-5555** (English) or **1-800-855-2884** (Spanish).

DENTAL SERVICES

The **Community College of Rhode Island Dental Hygiene Clinic**, 1762 Louisquisset Pike, Lincoln, RI 02865 offers dental cleanings from September through May of each school year. In addition to cleanings, oral cancer screening, periodontal examination, polishing, fluoride treatment, and information on dental health, blood pressure monitoring is also provided. The fee is \$10. For details, call **333-7250**.

The **Donated Dental** program offers free or reduced-cost dental services to income-eligible seniors. Call **728-9448**.

The **Northwest Community Healthcare Center**, 36 Bridgeway, Burrillville, RI 02859 provides general dentistry services to eligible residents of Burrillville, Foster, Glocester, North Smithfield, and Smithfield. Fees are on a sliding scale. For information, call **568-7661**.

The **St. Francis Cares Wellness Center**, 48 Weybosset Street, Providence, RI 02903 provides free dental services one Wednesday each month. Call **861-8195**.

DURABLE MEDICAL EQUIPMENT

People who have just returned home from a hospital stay, or persons who have problems with mobility often need equipment such as a hospital bed, wheelchair, walker, or commode. These items are referred to as **durable medical equipment**. Hospital discharge planners, physical therapists, or social workers can help seniors order this equipment.

In cases where the equipment is determined to be medically necessary, **Medicare** will help cover the cost. **Medicaid** usually pays the full cost for its clients.

For information on coverage for **durable medical equipment**, call **Medicare** at **1-800-MEDICARE (1-800-633-4227)** or **DHS** at **462-5300** or **462-3363 (TTY)**.

PARI, 500 Prospect Street, Pawtucket, RI 02860 also provides previously-used durable medical equipment. Call **725-1966 (V/TTY)**

EDUCATIONAL OPPORTUNITIES

Rhode Island residents 60 and older may take courses at **state colleges** and at the **University of Rhode Island** without paying tuition on a space-available basis. Students must have a household income less than three times the **Federal Poverty Limit**. Currently, the limit is less than \$29,400 for one person and \$39,600 for a 2-person household. Other fees and charges may apply.

Local private colleges and universities may have adult education programs. Contact the school office of continuing education.

The **Elderhostel** program is the nation's first and the world's largest travel and education organization for persons 55 and older. The organization's focus is on educational and life-long learning adventures. Financial assistance is available to eligible seniors to attend an **Elderhostel** program. For information or an **Elderhostel** catalogue, call **1-877-426-8056** or visit their web site at **www.elderhostel.org**.

Some churches, libraries, and other organizations sponsor lifetime learning groups. Contact your local school department for information on adult education.

ELDERCARE LOCATOR

The **Eldercare Locator** is a nationwide service to help families and friends find information about community services for older people anywhere in the United States and its territories.

This is a referral service which links callers to an information and referral agency serving a state or community. Information and referral links people in need with the appropriate services to meet the need.

The **Eldercare Locator** can connect callers to information sources for such services as home delivered meals, transportation, legal advice, adult day care, home health services, housing options, and much more.

The toll-free **Eldercare Locator** number is **1-800-677-1116**. The line is staffed Monday through Friday from 9 a.m. to 8 p.m. You can also log onto their web site at **www.eldercare.gov**.

Information is available in 150 languages.

While the call to the **Eldercare Locator** service is free, the subsequent call to the information and referral service in another state may not be free.

For information on local agencies providing care management or assessment programs, please see **Case Management** and/or **Geriatric Assessment** sections in this edition of the **Pocket Manual**.

EMERGENCY RESPONSE SYSTEMS

Emergency Response Systems (ERS) provide a value time-saving link between people who are alone or frightened of being alone, and a communications center. An **ERS** gives homebound or “at risk” persons peace of mind in knowing that help is only a touch-of-a-button away, 24 hours a day.

In an emergency situation, the **ERS** client presses a button he or she carries to activate emergency response contacts.

The following offer **emergency response systems**:

Comfort Keepers (Health Watch).....	792-8300
Community Care Nurses (Lifeline).....	295-8862
Health Watch Personal Response ..	1-800-226-8100
Homefront Healthcare (Lifeline).....	738-0409
Hope Nursing Home Care (Voice Care).....	467-8588
Jewish Family Service (Lifeline).....	331-1244, X19
Memorial Hospital (Lifeline).....	729-2449
New England Protection	1-800-988-2554
Newport Hospital (Lifeline).....	845-1637
Ocean State Nursing Services (Lifeline).....	765-6465
Meals on Wheels of RI (Lifeline).....	351-6700
*Westerly Hospital (Lifeline).....	348-3949
*Westerly, Charlestown, Hopkinton, and Richmond residents only.	
Visiting Nurse Service of Bristol/Newport County (Health Watch).....	682-2100
VNS of Greater Rhode Island (Health Watch).....	1-800-696-7991

FOOD ASSISTANCE

The **Ocean State Senior Dining Program** provides nutritionally balanced, hot lunches served five days a week at more than 75 meal sites for persons who are 60 or older or disabled.

In the case of a married couple, one person must be 60 or older.

Seniors may donate to the cost of the meal, but no one is refused a meal if unable to contribute. Transportation to the nearest meal site is available. At least 24 hours notice is required for reservations.

To locate your local meal site, call:

Northwest Rhode Island:

Blackstone Health/C.O.A.S.I.....728-9290

East Bay, Bristol & Newport Counties:

East Bay Community Action.....437-1000

Kent and Washington Counties:

Westbay Community Action.....732-4660

Northern Rhode Island:

Woonsocket Senior Services, Inc.....766-3734

Providence:

Meals on Wheels of Rhode Island.....351-6700

The **Meals on Wheels of Rhode Island (MOW)** program, 70 Bath Street, Providence, RI 02908 provides delivery of a hot, nutritious noontime meal to frail, homebound seniors five days per week.

To qualify, seniors must be 60 years or older, live alone and have no one to help them, and be unable to shop, cook, or drive. Persons with a disability who are under 60 may be eligible in certain circumstances. Donations for the meal are accepted. Call **351-6700** or **1-888-44-MEALS (1-888-446-3257)** for information, or visit their web site www.rimeals.org.

FOOD ASSISTANCE

The **Food Stamp** program helps low-income households purchase more food.

Eligibility for persons over 60 :

Household size:	1 person	2 persons
Monthly net income:	\$798	\$1,070
Resources:	\$3,000	\$3,000

Possible deductions from gross income may include a standard deduction for household and telephone expenses, an earned income deduction for working households, and specified deductions for medical expenses and excess shelter costs. Adults who are eligible for the **Food Stamp** program receive their benefits using a special **Electronic Benefit Transfer (EBT)** card. Individuals can use their **EBT** card at grocery and retail food stores across the state.

Seniors may request a home interview. Call these offices:

Newport/Aquidneck Island	849-6000
Also.....	1-800-675-9397
Pawtucket/Central Falls	729-5400
Also.....	1-800-984-8989
Providence & Cranston	222-7276
South County	1-800-282-7021
Warwick	736-6511
Also.....	1-800-282-7021
Woonsocket & Northern RI	235-6300
Also.....	1-800-510-6988

FOOD ASSISTANCE

Several resources are also available to older Rhode Islanders who are in need of emergency food services.

The **Rhode Island Community Food Bank**, 200 Niantic Avenue, Providence, RI 02905 helps people stretch their food budgets. Call **942-6325**. Their web site is **www.rifoodbank.org**.

The **Poverello Center**, 688 Hartford Avenue, Providence, RI 02909 is run by the the St. Frances Chapel and City Ministry Center. Call **455-3740**.

Other emergency food resources include **The Rhode Island Coalition for the Homeless**, 160 Broad Street, Providence, RI 02903 at **421-6458** and **Crossroads Rhode Island**, 160 Broad Street, Providence, RI 02903 at **521-2255**.

In addition to these agencies, many local churches have food pantries or emergency assistance food programs.

FRIENDLY VISITING

The **Neighborhood Friendly Visitor Program** provides companionship and friendly support to homebound elderly persons across the state. Volunteers visit, read, write letters, and chat with shut-ins who benefit from regular social contact.

This program welcomes seniors who wish to volunteer their time for a few hours each week. Homebound seniors may also call to find out about getting a visitor.

The **Neighborhood Friendly Visitor Program** is located at 184 Broad Street, Providence, RI 02903. Call **421-7833**.

Most **Retired Senior Volunteer Programs (RSVP)** in Rhode Island also provide opportunities for friendly visiting activities. Please refer to the list of **RSVP** organizations under **Volunteering** in this booklet.

SAGE/RI (Senior Action in a Gay Environment) helps isolated gay seniors through advocacy, outreach, and social activities. Call **751-1487**.

GERIATRIC ASSESSMENT

Geriatric assessment units conduct comprehensive assessments of a person's medical status. Seniors who have shown recent changes in their physical, psychological, or social functioning are candidates for assessment. A team of professionals identifies health and medical problems and plans a course of treatment. These organizations offer **geriatric assessments**:

East Providence:

RI Mood and Memory

Research Institute.....435-8950

Newport:

Newport Hospital Memory

Assessment Program.....845-1573

North Providence:

Roger Williams Geriatric

Consultation Service.....231-0450

Pawtucket:

Memorial Hospital Alzheimer's/

Memory Disorder Clinic.....729-2483

Providence:

Butler Hospital Memory

and Aging Program.....455-6403

Providence/Pawtucket:

Rhode Island and Miriam Hospitals

Geriatrics Practice & Services.....728-7270

HEALTH CENTERS

Community health centers provide many health services for low-income persons, including seniors. Payment is on a sliding scale. Centers are located at:

Block Island Health Services.....466-2125

Burrillville:

Northwest Health Services.....568-7661

Central Falls Health Center.....724-7110

Coventry Family Health Center.....828-5335

Cranston Family Health Center.....943-1981

East Providence:

East Bay Center.....437-1008

Johnston:

Tri-Town Health Center.....351-2750

Newport:

East Bay Health Center.....848-2160

North Kingstown:

Bayside Health Center.....295-9706

Pawtucket:

Patucket Community Health Center....722-0081

Providence:

Allen Berry Health Center.....444-0570

Capitol Hill Health Center.....444-0550

Central Health Center.....444-0580

Fox Point Health Center.....444-0530

Olneyville Health Center.....444-0540

Chad Brown Health Center.....274-6339

HEALTH CENTERS

Providence:

Crossroads Rhode Island.....521-2255

Richmond:

Wood River Health Services.....539-2461

South Kingstown:

Thundermist Health Center.....783-0523

Tiverton:

New Visions Health Center.....625-5197

WestWarwick:

Thundermist Health Center.....615-2800

Warwick:

Wilcox Health Center.....732-9090

Woonsocket:

Thundermist Health Center.....769-1234

The **St. Francis Chapel and City Ministry Wellness Center**, 48 Weybosset Street, Providence, RI 02903 provides health services to those in need. Call **331-6510**.

HEALTH INSURANCE COUNSELING

The **State Health Insurance Program (SHIP)** is a national program that offers one-to-one counseling and assistance to persons with **Medicare**, their families and caregivers. Through federal grants given directly to states, **SHIP** organizations provided assistance through telephone or face-to-face interviews, individual sessions, public education presentations, and media activities.

Volunteer **SHIP** counselors can discuss **Medicare**, **Medicare** drug plans, supplemental insurance, **Medicare Advantage** plans, over-insurance, free and reduced-cost medical care programs, federal retiree health insurance, **Veterans** benefits, and long-term care insurance.

Volunteers provide information to seniors and adults with disabilities to help guide them in making their health care decisions.

For more information on **SHIP**, call **DEA** at **462-0524**.

The Internet site www.medicare.gov offers **Medicare** information. The **Medicare Compare** database compares health plans benefits, out-of-pocket costs, and other features.

The **RI Guide to Buying Medicare Supplement Insurance and Medicare Advantage Plans** is free from the **DEA**. It contains current information about available health plans in Rhode Island, including coverage and premiums. Call **462-4000 (Voice)** or **462-0740 (TTY)**.

HEALTH INSURANCE COUNSELING

SHIP volunteers are located at these sites.

Barrington Senior Center	247-1926
Central Falls:	
Ralph J. Holden Community Ctr	727-7425
Coventry Senior Center	822-9175
Cranston Senior Services	461-1000
East Providence:	
East Bay Community Action	435-7876
East Providence Senior Center	435-7800
Johnston:	
Johnston Senior Center	944-3343
Tri-Town Community Action	351-2750
Lincoln Senior Center	724-2000
Newport:	
Child & Family Services	848-4120
North Kingstown Senior Center	268-1590
North Providence:	
Salvatore Mancini Center	231-0742
Pawtucket:	
Leon Mathieu Senior Center	728-7582
Portsmouth Senior Center	683-7943
Providence:	
Crossroads RI	521-2255
DaVinci Center	272-7474
St. Martin dePorres Center	274-6783
Westminster Senior Center	274-6900
Smithfield Senior Center	949-4590
South Kingstown:	
The Center	789-0268
Tiverton Senior Center	625-6790
Warwick:	
Pilgrim Senior Center	463-3474
Westerly Senior Center	596-2404
Woonsocket RSVP	766-2300

HEARING AND SPEECH SERVICES

The **Rhode Island Hospital** at **444-5485**, **Memorial Hospital of Pawtucket** at **729-2316** or **723-2050-TTY**, and **URI Hearing and Speech Centers** in Kingston and Pawtucket at **874-5969** or **874-4292** diagnose and treat hearing, speech, language, and swallowing problems.

The **Sargent Rehabilitation Center**, 800 Quaker Lane, Warwick, RI 02818 offers hearing screening, diagnosis and rehabilitation; dispenses hearing aids and assistive listening and augmentative communication devices; and provides education or counseling on hearing aid management. Certain fees apply. Call **886-6600 (Voice/TTY)**.

Audiologists identify and evaluate impaired hearing; determine the need for hearing rehabilitation; and can also dispense hearing aids.

Self-Help for Hard of Hearing (SHHH) meets at the **Sargent Rehabilitation Center** on a monthly basis. Call **886-6625 (Voice/TTY)**.

The **Rhode Island Relay Service (1-800-745-6575-Voice** and **1-800-745-5555 TTY**, and **1-800-745-1570 ASCII)** connects text telephone (TTY) and telebraille callers with standard telephone users at no charge, 24 hours a day. For those who speak Spanish, the number is **1-800-855-2884**.

The **Rhode Island Commission on the Deaf and Hard of Hearing** administers a sign language interpreter referral service and offers information and referral. Call **222-1204** or **222-1205 (TTY)**.

HEATING ASSISTANCE

The **Low-Income Home Energy Assistance Program (LIHEAP)** provides assistance to income eligible customers in meeting the costs of heating their homes.

The amount of assistance provided is based on household size and income level.

Current income guidelines are:

1-person household.....	\$22,183
2-person household.....	\$29,008
3-person household.....	\$35,834

Heating assistance is available to households that are responsible for their heating costs.

Apply for heating assistance at:

Blackstone Valley CAP**725-8707**
(Woonsocket residents).....**765-3258**

Cranston:

Comprehensive CAP**467-7013**

East Bay:

East Bay Community Action.....**437-1000**

Northwest:

Tri-Town Community Action.....**351-2750**

Providence:

Over 60: **DEA**.....**462-4000 (Voice)**
462-0740 (TTY)

Under 60: **Providence CAP****273-0882**

South County CAP**789-3016**

Westbay Community Action.....**732-4660**

Also, information about energy assistance is available from the **Salvation Army** at **421-5270** and the **Governor's Office of Energy Assistance** at **222-3003**.

HOME AND COMMUNITY CARE

The DEA **Home and Community Care Programs** provide eligible seniors with innovative options to help them remain in the community and avoid premature institutionalization. These options are designed to assist the functionally impaired senior to meet a wide variety of medical, environmental, and social needs.

Based on eligibility, **Home and Community Care Programs** may provide home health aide services, adult day services, **Meals on Wheels**, **Senior Companion**, personal emergency response system, minor home modifications, or minor assistive devices.

If appropriate, placement in an assisted living facility may be made.

For most **Home and Community Care Programs**, a person must be 65 or older, be a Rhode Island resident, and be basically homebound (unable to leave home without considerable assistance).

For some persons on **Medical Assistance (Medicaid)**, services may be provided at no charge. Other **Medicaid** clients may have to make a contribution towards services.

HOME AND COMMUNITY CARE

For persons who meet the guidelines for the **Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)** program, services are provided at a reduced rate. Currently, these annual income guidelines are \$17,987 for a single person and \$22,486 for a couple. Each year, these guidelines are changed to reflect the **Social Security Cost-of-Living Adjustment (COLA)**.

DEA works with a network of regional case management agencies and other senior organizations to develop care plans to help seniors remain in the least restrictive environment with maximum independence.

For information, call **462-0570**.

The **Home Health Quality Initiative (HHQI)** is part of a national effort by the **Centers for Medicare and Medicaid Services (CMS)** to improve the quality of care for those who use home health care services provided by **Medicare**-certified suppliers. By using the web site **www.medicare.gov** or calling **1-800-MEDICARE (1-800-633-4227)** or **1-877-486-2048 (TTY)**, consumers will have access to data intended to help seniors, family members, and caregivers find out about the quality of care their loved ones are receiving.

HOME EQUITY CONVERSION MORTGAGE

Rhode Island's **Home Equity Conversion Mortgage (HECM)** program allows seniors to borrow against the equity in their homes. The loan is repaid when the house is sold, or when the owner/borrower ceases to live in it. This type of program is sometimes referred to as a **reverse mortgage program**.

Under **HECM**, borrowers must be 62 or older and have annual incomes below \$84,100. They must live in new or existing one-to-four family homes or **FHA**-approved condominiums.

HECM loans are at a variable interest rate.

Borrowers may choose to receive monthly payments, a line of credit, or a combination of monthly payments and a line of credit.

For information on **HECM**, call **Rhode Island Housing**, 44 Washington Street, Providence, RI 0290 at **751-5566** or **1-800-427-5560** for additional information. The web site is **www.rihousing.com**.

RI Housing also works with various non-profit organizations to prevent elder consumers from becoming victims of predatory loan practices. Counseling is available for consumers who are looking for a loan, refinancing, fallen behind on mortgage payments, or are facing foreclosure. For information, call **1-800-436-3180** or go to **www.dontborrowtroubleri.org**.

HOSPICE CARE

Hospice care focuses on the needs of terminally ill patients. Social, spiritual, and emotional support represent the basic foundation of a system designed to enhance the individual's quality of life.

A **hospice** team usually includes a medical director, nurses, clergy, and other health care professionals. These people are specifically trained to deal with the needs of terminally ill patients.

While most **hospice care** is provided in the home, there are facilities that offer this type of care. For more information, contact **Hospice Care**, 169 George Street, Pawtucket, RI 02860 or call **727-7070** or **1-800-338-6555**.

Hospice care is also available from other organizations such as the **Visiting Nurse Service of Greater Rhode Island**, 6 Blackstone Place, Lincoln, RI 02865 (**769-5670** or www.vnsgri.org) or the **Rhode Island Cancer Council, Inc.**, 249 Roosevelt Avenue, Pawtucket, RI 02860 at **728-4800** or www.ricancercouncil.org.

Medicare covers hospice services as long as the agency is a certified **Medicare** provider. **Medical Assistance (Medicaid)** and most private insurance plans also cover hospice services.

HOUSING

To be eligible for **subsidized housing**, a person must be 62 or older, or be disabled (50 or older in Providence public housing, or 55 in Warwick). Applicants may apply for housing in any community they desire.

Very-low income is defined as \$25,600 annually for one person and \$29,250 for a couple. Low-income is defined as \$41,000 annually for one person and \$46,850 for a couple. Income levels are used in establishing priorities for **subsidized housing**.

Senior housings maintain waiting lists after all units are filled. Tenants pay 30 percent of their monthly income for rent. Medical expenses that exceed three percent of income serve to reduce the amount of rent owed.

The **DEA** can provide lists of Rhode Island's **subsidized housings, retirement communities** and **assisted living facilities**. Call **462-4000 (Voice)** or **462-0740 (TTY)** for more information.

DEA also publishes the **Security Journal**, a quarterly informational newsletter designed to keep housing managers and residents informed and educated on issues such as fire safety and prevention, personal security, and updates on **DEA** programs and activities.

HOUSING

Inquire at the local housing authorities or **Rhode Island Housing** at **751-5566, 427-9799 (TTY)** or **1-800-427-5560** about **Section 8** rental vouchers for existing units.

For additional information about **Rhode Island Housing** programs, visit their web site at **www.rihousing.com**.

Assisted living provides a combination of housing and services in a setting designed to offer choice, independence, and dignity. These homes may be small, family-style places or large, apartment-style facilities.

Residents must usually be ambulatory (canes, walkers, and sometimes wheelchairs are acceptable) and not require on-going extensive medical and nursing care provided in a nursing home.

Assisted living residences provide rooms or apartments, meals, 24-hour staffing, assistance with personal care and medication, housekeeping, laundry, activities, and other services for adults to maintain themselves in their own home. The cost varies considerably.

There are more than 60 licensed **assisted living** facilities in the state, contact **DEA** at **462-4000 (Voice)** or **462-0740 (TTY)**. Additional information can be obtained by calling the **Rhode Island Assisted Living Association** at **435-8882** or the **Rhode Island Department of Health** at **222-2566**.

HOUSING

The **Rhode Island Coalition for the Homeless**, 160 Broad Street, Providence, RI 02903 publishes the **Street Sheet** that lists emergency shelters, food pantries, and other helpline information. Call **421-6458**. Their web site is **www.rihomeless.com**.

Crossroads Rhode Island, 160 Broad Street, Providence, RI 02903 also provides information and referral for the homeless and those in transition. Call **521-2255**.

Continuing care communities provide a spectrum of housing options ranging from independent living to nursing home care. Rhode Island has a limited number of these facilities. For information, call **462-0535**.

The **Rhode Island Housing's Home Improvement & Lead Abatement Program** can assist qualified residents in obtaining low-interest home repair and improvement loans. Call **450-1344**.

Some grants or loans for home repair may be available through local communities. Call the city or town hall.

The **U.S.D.A. Rural Development**, 60 Quaker Lane, Suite 44, Warwick, RI 02886 also provides grants and loans for home repair and improvement to qualified homeowners. Call **826-0842**.

IDENTIFICATION CARDS

DEA issues **senior citizen identification cards** for Rhode Islanders 60 and older and residents age 18 to 59 with a disability. These photo-identification cards contain the owner's name, address, date of birth, and signature. They are valid as proof of identification for cashing checks and other banking transactions involving government funds under \$750 at Rhode Island financial institutions. **ID** cards are valid for five years from the date of issue.

Cards are issued weekdays at the **DEA** office in Cranston from 9 a.m. to 3:00 p.m., Monday through Friday.

Seniors must present proof of age, such as driver's license, birth certificate, or a **Rhode Island Public Transit Authority (RIPTA)** bus pass. Persons with a disability must present a current **Social Security** disability or **Veterans Administration** disability award letter. A \$2 donation per identification card is requested.

Additional information about the identification card program is available by calling **DEA** at **462-4000 (Voice)** or **462-0740 (TTY)**.

The **Rhode Island Registry of Motor Vehicles** also offers free identification cards to persons 59 and older. Office hours are 8:30 a.m. to 4:00 p.m., Monday through Friday. For information, call **722-4407**.

INFORMATION AND REFERRAL

Customer Information Referral and Assistance Center: Since **DEA** became a cabinet-level agency in 1977, **information and referral** has been an integral part of the programs and services the **Department** offers to help seniors, families, and caregivers assure the independence and dignity of elders.

The **DEA Customer Information Referral and Assistance Center** is staffed by **Customer Information Specialists** who are trained to answer questions, provide information and referral, and offer counsel regarding the issues of growing older in Rhode Island.

Customer Information Specialists help seniors understand and deal with issues such as heating and pharmacy assistance, **Medicare, Medicaid, Social Security**, transportation, food stamps, and many other programs and services.

Each year, **Customer Information Referral and Assistance Center** staff answers more than 20,000 consumer inquiries.

For information, call **462-4000 (Voice)** or **462-0470 (TTY)**.

INFORMATION AND REFERRAL

Community Information Specialists: Trained **Community Information Specialists** work in sites across the state to assist with questions and concerns about programs and services for seniors. They help seniors and their families enter the state's long term care system.

Community Information Specialists are available in these communities.

Central Falls:

Ralph J. Holden Community Center.....727-7425
Cranston Senior Services.....780-6255
Coventry Senior Center.....822-9474
East Providence Senior Center.....435-7873
Lincoln Senior Center.....724-2000
Salvatore Mancini Center.....231-0742
Pawtucket: **Leon Mathieu Center.....728-7582**
Portsmouth Senior Center.....683-7943

Providence:

DaVinci Center.....272-7474
Diocese of Prov./Respite Svcs.....421-7833, X110
Jewish Seniors Agency.....621-5374
St. Martin dePorres Center.....274-6783
SEDC.....274-8811
Westminster Senior Center.....274-6900
South Kingstown: **The Center.....789-0268**
Warwick: **Pilgrim Senior Center.....468-4500**
Westerly Senior Citizens Center.....596-2404
West Warwick Senior Center.....822-4450
Woonsocket Senior Services.....766-1115

INFORMATION AND REFERRAL

THE POINT: Launched last fall with the support of funding from the federal **Administration on Aging** and the **Centers for Medicare and Medicaid Services**, **THE POINT** call center is staffed by persons who have received extensive training regarding resources and programs for seniors and adults with disabilities. **THE POINT** also has the ability to communicate with persons for whom English is not their primary language.

THE POINT call center is open Monday, Wednesday, and Friday from 8:30 a.m. to 4:00 p.m.; Tuesday and Thursday from 8:30 a.m. to 8:00 p.m.; and Saturday from 8:30 a.m. to 12:00 p.m.

Consumers can get valuable information regarding topics such as long term care and community care options, **Medicare** and **Medicaid**, **Social Security**, heating, legal and pharmacy assistance, housing options, respite care, transportation, or caregiver support. Call **462-4444 (Voice)** or **462-4445 (TTY)**. The web site is www.ThePointRI.org.

Information and referral services are also available through these community **Access Agencies**:

Kent County:

Westbay Community Action.....732-4660

Newport County:

Child & Family Services.....848-4120

Providence/Metropolitan area:

Crossroads RI.....521-2255

Northwest Rhode Island:

Tri-Town Community Action.....351-2750

LEGAL SERVICES

The **DEA legal counselor** helps elders obtain legal assistance. The counselor provides public information on legal issues affecting older people and is available to speak at senior organizations. The legal counselor also conducts **Don't Be a Victim** consumer education workshops for senior groups. Call **462-0537**.

Rhode Island Legal Services Senior Citizens Program helps low income persons 60 and older with legal advice and assistance.

This program assists seniors with housing, **Social Security, Medical Assistance, Medicare, Food Stamps**, and other problems.

Rhode Island Legal Services is located at 56 Pine Street, Providence, RI 02903. Call **274-2652**, or **272-5335 (TTY)**, or **1-800-662-5034** for information. The Newport office is located at 50 Washington Square, Newport, RI 02840. The telephone number is **846-2264** or **1-800-637-4529**.

The **Rhode Island Bar Association's Legal Information and Referral Service for the Elderly**, 115 Cedar Street, Providence, RI 02903 helps anyone 60 and older obtain legal services and advice. Seniors may receive a free initial consultation of up to 30 minutes. A reduced-fee program is available for moderate income seniors. A no-fee program is available for certain low-income seniors. Call or **521-5040 (Voice)** or **421-1666 (TTY)**. Collect calls are accepted.

LEGAL SERVICES

Advance directives are written instructions indicating which medical care that persons wish or decline if they are unable to communicate their wishes.

The **durable power of attorney for health care** permits persons to appoint an agent to make health care decisions on the person's behalf, if the need arises.

With a **living will**, individuals direct their physicians as to which life-sustaining medical procedures they wish to utilize or stop, if these procedures only serve to prolong the dying process.

Individual copies of the Rhode Island form for the **durable power of attorney for health care** and **living will** are available from **DEA** by calling **462-4000 (Voice)** or **462-0740 (TTY)**.

Advance directives should be completed long before a health care crisis arises and they may be revoked at any time.

The **DEA legal counselor** is available to discuss advance directives before senior groups. Call **462-0537**.

The **COMFORT ONE** bracelet program enables emergency medical service personnel to honor a terminal patient's request to avoid resuscitation in his/her last minutes. Call **222-2401**.

MEDICAL ASSISTANCE/MEDICAID

Medical Assistance (Medicaid) pays for needed medical care for people 65 and older, or who have a disability.

Eligibility:	Individual	Couple
Monthly Income:	\$836.67	\$1,120
Resources:	\$4,000	\$6,000
Life insurance:	\$4,000 per person	

If your income exceeds the above guidelines, you may still be eligible through the “flexible test.” Apply at the nearest **DHS** office:

Cranston & Vicinity	462-6500
East Providence & Pawtucket	729-5400
Johnston & Vicinity	222-5666
Newport/Aquidneck Island	849-6000
Also.....	1-800-675-9397
Providence	222-7000
South County	267-1030
Also.....	1-800-862-0222
Warwick/Kent County	736-6511
Woonsocket & Vicinity	235-6300
Also.....	1-800-510-6988

If you have a question, or would like an application, call the **DHS Information Line** at **462-5300 (Voice)** or **462-3363 (TTY)**.

MEDICARE

Medicare hospital insurance (Part A) provides basic protection against costs of needed care in a hospital, skilled nursing facility, at home, and for hospice care.

Medicare medical insurance (Part B) provides supplemental protection against costs of physicians' and providers' services. The monthly premium is \$88.50 for 2006. Apply for **Medicare** at **Social Security** three months before turning age 65.

For **Medicare** information, call **1-800-MEDICARE (1-800-633-4227)**, or go to web site www.medicare.gov. Questions **Medicare** benefits must also be directed to **1-800-MEDICARE**.

Rhode Island law (RIGL 5-37-5.1) prohibits physicians from charging **Medicare** patients more than the amount **Medicare** approves for covered services.

To report **Medicare** fraud, waste, or abuse call the **Aging 2000 Medicare Fraud Hotline** at **1-888-684-7200**. You can also call the **Rhode Island Attorney General** at **274-4400**.

Quality Partners of Rhode Island, 235 Promenade Street, Suite 500, Providence, RI 02908 investigates complaints of improper or inadequate care and works to improve the quality of care for **Medicare** beneficiaries. Call **1-800-662-5028** or **528-3200**.

MEDICARE PREMIUM PAYMENT PROGRAM

The **Qualified Medicare Beneficiary (QMB)**, **Specified Low-income Medicare Beneficiary (SLMB)**, and **Qualifying Individuals (QI-1)** programs pay the monthly **Medicare** Part B premium for eligible **Medicare** beneficiaries who meet the following guidelines.

Monthly Income	Individual	Couple
QMB:	\$836.67	\$1,120
SLMB:	\$1,000	\$1,340
QI-1:	\$1,122.50	\$1,505
Resources:	\$4,000	\$6,000

Income limits change each year.

QMB pays the **Medicare** Part A premium, if necessary, the Part B premium, plus the **Medicare** deductibles and coinsurances. **SLMB** and **QI-1**, which pay the Part B premiums only, can be retroactive up to 3 months prior to the month of application.

Qualifying for any of these programs increases your **Social Security** benefit. This can affect eligibility for **Medical Assistance (Medicaid)** and other programs.

To apply, contact the nearest **DHS** office. To locate the nearest **DHS** office at **462-5300 (Voice)** or **462-3363 (TTY)**.

MENTAL/BEHAVIORAL HEALTH

The **Mental Health Association of Rhode Island**, 500 Prospect Street, Pawtucket, RI 02860, provides information and referral for mental health services and support groups. Call **726-2285**.

The **Rhode Island Council of Community Community Mental Health Organizations** represents community mental health sites that assist individuals seeking information and referral about treatment. Call **273-0900** or visit their web site at www.riccmho.org. Member organizations offer a wide variety of mental health and substance abuse treatments, including emergency services.

RICCMHO organizations include:

East Bay Mental Health Center	431-9870
Fellowship Health Resources	333-3980
www.fellowshiphr.org	
Gateway Healthcare	729-8701
www.gatewayhealth.org	
The Kent Center	732-5656
www.thekentcenter.org	
Newport County Community Mental Health Center	846-1213
www.nccmhc.org	
NRI Community Mental Health Center	235-7121
www.nricommunityservices.org	
The Providence Center	276-4020
www.provctr.org	
Riverwood Mental Health Services	247-4278
www.riverwoodmhs.org	
South Shore Mental Health Center	364-7705, X3352
www.ssmhc.org	

MENTAL/BEHAVIORAL HEALTH

The **Samaritans of Rhode Island** is a suicide prevention program that works with people before they become suicidal and with those who are thinking of suicide. Call **272-4044** or **1-800-365-4044**.

The **DEA** can provide information and guidance to seniors and families who are experiencing problems with alcohol, drugs and other addictive behaviors. Call **462-0535**. For information on medical detoxification, call these sites:

Butler Hospital

Senior Treatment Program.....455-6220

Roger Williams Medical

Center Behavioral Health.....1-800-252-6466

Also.....**456-2363**

SSTAR of Rhode Island

Detoxification Services.....1-800-747-6237

These programs are staffed by professionals who have special skills in helping substance abusers and their families deal with the physical and emotional problems caused by addiction and substance abuse. Treatment is always confidential.

Veterans can call the **Veterans Administration** at **457-3083**.

Seniors who are experiencing problems with gambling can call the **Gambling Hotline** at **1-877-9-GAMBLE (1-877-942-6253)**. For a list of **Gamblers Anonymous** meetings, call **886-6850**.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM

The **National Family Caregiver Support Program (NFCSP)** was enacted and became part of the **Older Americans Act** in 2000. The program calls for states to work in partnership with community-based agencies serving seniors to develop and provide basic services to assist families who are taking care of elders.

For information on the federal **NFCSP** initiative, go to the **Administration on Aging** web site at www.aoa.gov, and follow the **Families and Elders** link to the **National Family Caregiver Support Program**.

Rhode Island has developed **Partners in CaRhng...Supporting Rhode Island Caregivers**. This coalition supports family caregivers. For information on Rhode Island **NFCSP** programs, call **462-3000**.

The **Relatives as Parents Program (RAPP)** was established to help grandparents and other relatives parenting children obtain needed information, services, and support. The program offers services that range from a friendly and sympathetic ear to providing a **KIDKAMP Connection**. Information and answers to legal, medical, and financial questions can be addressed with compassion and understanding.

The **KIDKAMP Connection** gives respite to the caregiver 60 and older and the child. Scholarships for children 18 and under to participate in recreational and educational programs during school and summer vacations and on some Saturdays. For information, call **462-3000**.

NURSING HOMES/LONG TERM CARE

Medicare offers limited skilled nursing facility care when certain conditions are met. Call a **DHS** long term care office for information about **Medical Assistance (Medicaid)** and nursing home care.

Area offices include:

Cranston	462-5182
East Providence	222-7311
	or 222-7000
Newport	849-6000
Providence (Nursing Home Unit):	462-2400
Providence	
(Waiver/Adult Services Unit):	222-7371
Woonsocket	235-6300

The **Department of Health** maintains a list of nursing homes and investigates patient abuse. Call **222-2566 (Voice/TTY)** for information.

The information leaflet **Medical Assistance and Paying for Nursing Home Care** is available from **DEA**. Call **462-4000 (Voice)** or **462-0740 (TTY)**.

The Alliance for Better Long Term Care, 422 Post Road, Warwick, RI 02888 serves as the state's long term care ombudsman, offering mediation and problem-solving. For a more information, about the **Alliance** and its services, call **785-3340** or refer to the **Ombudsman** section in this booklet.

NURSING HOMES/LONG TERM CARE

The **Rhode Island Health Care Association**, 57 Kilvert Street, Suite 200, Warwick, RI 02886 at **732-9333**, and the **Rhode Island Association of Facilities and Services for the Aging**, 225 Chapman Street, Providence, RI 02905 at **490-7612** are sources of information about nursing home care.

Information is now available regarding the quality of care in local nursing homes. Among the measurements used are management of pain, nutrition, infections, the use of physical restraints, and other standards.

Go to the web at www.medicare.gov and select the **Nursing Home Compare** link. Information is available by states.

You can also call **Medicare at 1-800-MEDICARE (633-4227)**, or **1-877-486-2048 (Voice/TTY)**.

Nursing home comparisons are also available at the **RI Department of Health** site www.healthri.org and follow the links under the **Nursing Home** category.

OMBUDSMAN PROGRAMS

The state's **Long Term Care Ombudsman Office** is run by the **Alliance for Better Long Term Care**. The **ombudsman** program advocates, mediates, and helps to solve problems for residents of nursing homes, assisted living facilities, and those receiving home care or hospice services. The state **ombudsman** is also responsible for investigating complaints of inadequate care and abuse suffered by elders who are using long term care services. All reports of abuse and neglect are confidential.

For information or to file a report, call the **Alliance for Better Long Term Care** at **785-3340**. The Alliance uses the web site **www.bulletinboards.com** (password **ABLTC**) to post information about its programs and services.

The **assisted living ombudsman** serves as an advocate for persons in assisted living and boarding facilities, and residential care homes. In addition to advocating for residents and helping them to solve problems related to their living conditions, the **assisted living ombudsman** also provides information and counseling to seniors and family members on choosing an appropriate facility. Call **785-3340**.

OMBUDSMAN PROGRAMS

The **home care ombudsman** serves as an advocate, mediator, and problem-solver for persons receiving services from licensed home health care agencies and/or hospice services. The **home care ombudsman** also investigates complaints of abuse or inadequate or poor services in the areas of care which the senior or their family has not been able to resolve with the provider agency. The **home care ombudsman** can also provide a list of licensed and approved providers. All reports of abuse and neglect are confidential. For information, or to file a report, call the **Alliance for Better Long Term Care** at **785-3340**.

The **Alliance for Better Long Term Care** promotes the quality of life for residents of nursing homes and other long term care facilities through the **Building Bridges** program. **Building Bridges** is an intergenerational program which places students in social contact with residents of long term care facilities. Children regularly visit area nursing homes and develop a warm, natural relationship with the residents and the residents offer the children a different perspective on the lessons of life. For information, call **785-3340**.

PROGRAM FOR THE ALL-INCLUSIVE CARE OF THE ELDERLY (PACE)

The **Program for the All-Inclusive Care of the Elderly (PACE)** offers eligible individuals options to nursing home care.

To be eligible for **PACE**, a person must be 55 or older and qualify for nursing home care. They can have **Medicare, Medicaid**, or other private health insurance plans. To enroll in **PACE**, the client must agree to get their care from a network of doctors and providers in the program.

PACE coordinates all care and the team of caregivers includes social workers, nurses, and other professional staff. Care is coordinated to meet the daily needs of the client .

PACE is also a certified adult day service program.

For more information, call **PACE** at **490-6566**.

PRESCRIPTION ASSISTANCE

The **Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)** program pays a portion of the cost of prescriptions used to treat Alzheimer's disease, arthritis, diabetes (including insulin and syringes for insulin injections), heart problems, depression, anti-infectives, Parkinson's disease, high blood pressure, cancer, urinary incontinence, circulatory insufficiency, high cholesterol, asthma and chronic respiratory conditions, osteoporosis, glaucoma, and prescription vitamins and mineral supplements for renal patients for eligible Rhode Island residents 65 and older.

Individuals with an annual income up to \$17,987 and married couples with a combined annual income up to \$22,486 receive a 60% discount.

Individuals with an annual income up to \$22,580 and married couples with a combined annual income up to \$28,226 receive a 30% discount.

Individuals with an annual income up to \$39,516 and married couples with a combined income not exceeding \$45,161 receive a 15% discount.

RIPAE enrollees can purchase all other FDA-approved prescriptions (except for those used to treat cosmetic conditions) at a 15% discount.

PRESCRIPTION ASSISTANCE

Also under **RIPAE**, Rhode Island residents between 55 and 64 who are receiving **Social Security Disability Income (SSDI)** payments and who meet specified income limits, can purchase medications (except those prescribed for cosmetic conditions) at a 15% discount. There is no state co-payment for these medications. The annual income limits for those receiving **SSDI** are \$39,516 for a single person and \$45,161 for a married couple.

For **RIPAE** information, call **462-4000 (Voice)** or **462-0740 (TTY)**.

The **University of Rhode Island (URI) Pharmacy Outreach Program** assists Rhode Island residents regarding the availability of free or low cost medications through the **Medication for the Needy Program**. The **Outreach Program** also provides educational seminars, health screens, and discussion groups on health related topics. The **URI Medication Information Line** provides information on the use of prescription medications. Pharmacists can answer medication questions. For **URI** programs, Call **1-800-215-9001**.

A number of pharmaceutical manufacturers make some of their drugs available free of charge to patients who have difficulty paying for them. These are voluntary programs; so each drug manufacturer sets its own eligibility criteria. Most programs require physicians to make direct contact with the manufacturer. Drugs available are generally those used to treat long term illnesses. Call the **Pharmaceutical Research and Manufacturers of America** at **1-877-743-6779** or go to www.RxforRI.org.

Other assistance programs can be found by logging on to www.needymeds.com.

PRESCRIPTION ASSISTANCE

Beginning January 1, 2006, new federal **Medicare** prescription drug plans (**Medicare Part D**) became available to 41 million **Medicare** beneficiaries, including 176,000 in Rhode Island. The prescription drug insurance program was part of the **Medicare Modernization Act of 2003** and is one of the most significant changes in **Medicare** since its inception in 1965.

Part D insurance plans are available to all **Medicare** beneficiaries. For a monthly plan premium, as well as specified plan deductibles, co-payments, and coverage gaps, if applicable, coverage is offered for both generic and brand name medications.

Medicare beneficiaries can choose from an extensive set of plan options offered by several prescription drug insurance organizations.

Assistance in paying plan premiums and other expenses (**Extra Help**) may be available for beneficiaries with limited incomes and resources.

For information, contact **Social Security** at **1-800-772-1213 (Voice)**, **1-800-325-0778 (TTY)**, or go to www.ssa.gov.

For information on exploring **Medicare Part D** plan options, call **1-800-633-4227 (Voice)**, **1-877-486-2048 (TTY)**, or go to www.medicare.gov.

For individual counseling regarding **Medicare Part D** plans, please make an appointment with the health insurance counselor in your area. Please refer to the **Health Insurance** section of this booklet.

For additional information, call **THE POINT** at **462-4444 (Voice)**, **426-0740 (TTY)**, or go to www.ThePointRI.org.

PROTECTIVE SERVICES

The **DEA Protective Services Unit** is responsible for investigating complaints of **elderly abuse** of Rhode Islanders 60 and older by a person or caregiver. **Abuse** may include physical, emotional, sexual, financial exploitation, or abandonment.

Rhode Island law requires any person who has reasonable cause to believe that an elderly person has been abused to report it to the **DEA**. Failure to report abuse of a person 60 or older can result in a fine of up to \$1,000.

The **DEA Protective Services Unit** develops a care plan to prevent additional abuse and address the elder's social service needs.

Self-Neglect occurs when a person is no longer able to care for himself/herself. Reports of **self-neglect** are also made to the **DEA Protective Services Unit**. The senior's needs are assessed and necessary services are offered.

All information regarding protective services remains strictly confidential and is not considered a matter of public record.

To file an **elderly abuse** or **self-neglect** report, call the **DEA Protective Services Unit** at **462-0555**.

PUBLICATIONS

DEA sponsors several publications and a cable television program which deal with the issues of growing older in Rhode Island.

The **Rhode Island Senior Beat** column appears in several daily and community newspapers each week. The column deals with topics such as **Medicare** and health insurance, pharmacy assistance, housing, health promotion, and other programs and services for elders.

The **Older Rhode Islander** is a four-page tabloid newspaper published each March, May, September, and December. Copies of this newspaper are distributed at senior centers, adult day centers, housing sites, hospitals, and selected community centers across the state.

The **Information Memorandum** is a compendium of news, trainings, events, and resources sent to members of the Rhode Island aging network. The **Information Memorandum** is published several times a year.

The **Senior Journal** cable television program is produced by senior volunteers and sponsored by **DEA** in cooperation with COX Communications. Programs are aired on Sundays at 5:00 p.m., Mondays at 7:00 p.m., and Tuesdays, Wednesdays and Thursdays at 11:30 a.m. over the statewide interconnect Channel A.

For information on these publications or programs, call **462-0509**.

RESPITE CARE

Respite is temporary care given inside or outside the home for seniors who cannot entirely care for themselves. Respite provides relief to caregivers. **Respite Care Services**, 184 Broad Street, Providence, RI 02903 offers two programs.

Subsidized Respite Program: This program provides relief to primary caregivers who live with someone 55 years or older who is in need of personal care assistance. In-home respite, adult day services, and overnight stays in assisted living facilities are provided on a cost-sharing basis.

Homemaking Program: Homemakers are available for a reduced hourly rate to anyone 55 or older and handicapped or adults with disabilities of any age whose incomes are within the guidelines of the **RIPAE** program.

This program recruits, trains, and matches respite homemakers with eligible clients. Homemakers can provide assistance with home maintenance or companionship. Call **421-7833**.

SENIOR CENTERS

Senior centers offer volunteer opportunities, recreation, group activities, counseling, information and referral, and continuing education. Most provide hot lunches, outreach, transportation, and health services.

Barrington Senior Center.....**247-1926**
281 County Road 02806

Bristol:

Benjamin Church Senior Center.....**253-8458**
1020 Hope Street 02809

Central Falls:

Ralph J. Holden Community Ctr......**727-7425**
361 Cowden Street 02863

Charlestown Senior Center.....**364-9955**
Ninigret Park 02813

***Coventry Senior Center**.....**822-9175**
50 Wood Street 02816

***Cranston Senior Center**.....**461-1000**
1070 Cranston Street 02920

Cumberland Senior Center.....**334-2555**
1464 Diamond Hill Road 02864

East Greenwich Senior Services.....**886-8669**
125 Main Street 02818

East Providence Senior Center.....**435-7800**
610 Waterman Avenue 02914

Jamestown Senior Center.....**423-2658**
6 West Street 02835

Johnston Senior Center.....**944-3343**
14 Priscilla Lane 02919

SENIOR CENTERS

Lincoln Senior Center.....723-3270
40 Chapel Street 02865

Middletown Senior Center.....849-8823
650 Green End Avenue 02842

Narragansett Senior Center.....782-0675
53 Mumford Road 02882

Newport:

Edward King House.....846-7426
35 King Street 02840

Florence Gray Senior Center.....849-7243
1 Park Holm 02840

Martin Luther King Center.....846-4828
20 West Broadway 02840

***North Kingstown Senior Center**.....268-1590
10 Beach Street 02852

North Providence:

***Salvatore Mancini Resource Ctr**.....231-0742
2 Atlantic Boulevard 02911

Pawtucket:

***Leon Mathieu Senior Center**.....728-7582
420 Main Street 02860

***Portsmouth Senior Center**.....683-4106
110 Bristol Ferry Road 02871

Providence:

DaVinci Community Center.....272-7474
470 Charles Street 02904

SENIOR CENTERS

Providence:

Elmwood Community Center461-7940

155 Niagara Street 02907

Federal Hill Community Center421-4722

9 Courtland Street 02903

Fox Point Senior Center751-2217

90 Ives Street 02906

Hamilton House831-1800

276 Angell Street 02906

Hartford Park Senior Center521-1180

20 Syracuse Street 02909

Jewish Community Center861-8800

401 Elmgrove Avenue 02906

Lillian Feinstein Senior Center455-3888

1085 Chalkstone Avenue 02908

Nickerson House Senior Center351-2241

133 Delaine Street 02909

Silver Lake Center944-8300(Voice/TTY)

529 Plainfield Street 02909

Note: Deaf seniors meet Tuesdays at 9:00 a.m.

9 a.m. to 3:00 p.m.

***St. Martin dePorres Senior Center**274-6783

160 Cranston Street 02907

Washington Park Center461-6650

42 Jillson Street 02905

***Westminster Senior Center**274-6900

133 Mathewson Street 02903

SENIOR CENTERS

Richmond Adult Center	539-6144
1168 Main Street 02898	
Smithfield Senior Center	949-4590
1 William J. Hawkins Trail 02828	
South Kingstown:	
The Center	789-0268
25 St. Dominic Road 02879	
*Tiverton Senior Center	625-6790
207 Canonius Road 02878	
Warren Senior Center	247-1930
20 Libby Lane 02885	
Warwick:	
JONAH Community Center	739-1305
830 Oakland Beach Avenue 02889	
Pilgrim Senior Center	463-3474
27 Pilgrim Parkway 02888	
West Warwick Senior Center	822-4450
20 Factory Street 02893	
Westerly Senior Center	596-2404
39 State Street 02891	
Woonsocket Senior Center	766-3734
84 Social Street 02895	

****Indicates center is designated a Community Focal Point on Aging as authorized by the Administration on Aging.***

SENIOR COMPANION PROGRAM

The Corporation for National and Community Service funds the **Senior Companion Program** in Rhode Island. All volunteers are 60 and over, have limited income and receive a tax free stipend and other benefits while serving clients 20 hours weekly.

Senior Companion Program volunteers serve frail, isolated older adults in their own homes, adult day centers, and other community sites. They help solve problems and bolster self-esteem.

While they are not social workers and don't provide home care or transportation, **Senior Companions** help their friends live with added zest.

In an average week, 90 **Senior Companions** visit with more than 450 elders. Over the course of more than 30 years of service to Rhode Island's seniors, volunteers have dedicated more than 1 million hours of friendship, compassion, and on-to-one human contact to those in need of a helping hand.

For information on the **Senior Companion Program**, call **462-0569**.

SENIOR CITIZENS FIRE ADVOCATES

Senior Citizen Police and Fire Advocates receive special training on issues relating to the safety of older people. They are the point of contact for seniors who have concerns about crime and safety in their community.

Fire Advocates:

Albion Fire Department /District (FD):

Peter Adam.....333-1242

Chepachet FD: **Dennis Foster**.....568-5200

Cranston FD: **Leo Kennedy**.....780-4021

Cumberland Hill FD: **Richard Susi**.....658-0544

East Greenwich FD: **Susan Hawksley**.....886-8686

East Providence FD: **Paul Cotter**.....434-8130

Exeter FD: **Woody Davis**.....295-8752

Foster Center FD: **Robert Peterson**.....647-9294

Hope Jackson Fire Co.:

Donald Campbell.....828-6460

Hope Valley/Wyoming FD:

Raymond Bader.....539-2229

Hopkins Hill FD: **Frank Brown, Sr.**.....821-6866

Johnston FD: **Kenneth Fellela**.....351-1600

Kingston FD: **Nathan Barrington**.....783-6830

Lime Rock FD: **Stephen Tucker**.....334-2131

Little Compton FD: **Harry Hallring, Jr.**.....635-2324

Lonsdale FD: **Ryan Griffin**.....725-8125

SENIOR CITIZENS FIRE ADVOCATES

Manville FD: **Scott Kline**.....762-4170
Middletown FD: **Nicholas Proto**.....846-1031
Newport FD: **Patrick Carney**.....845-5916
North Cumberland FD:
Fred Mitchell, Jr......333-5111
North Kingstown FD:
Michael LeClair.....294-3346, X20
North Smithfield FD: **Richard Brissette**....762-1135
Pawtucket FD: **John McConaghy**.....725-1422
Portsmouth FD: **Robert Church**.....683-1200
Providence FD:
Russell Krapf/Antiliano Estrella.....243-6071 or
243-6059
RI Airport Corporation:
Paul Healy.....737-4000, X267
Smithfield FD: **Robert Peters**.....949-1330
South Foster Fire Co.: **James Carlson**.....647-7056
South Kingstown FD: **William Buckley**.....783-3321
Tiverton FD: **Daniel Murphy**.....625-6786
Valley Falls FD: **Ernest Cimino**.....722-5972
Wallum Lake Volunteer FD:
Robert Bishop.....568-9019
Warren FD: **Alexander Galinelli**.....245-7600
Warwick FD: **David Kurowski**.....468-4000
West Glocester FD: **Brian McKay**.....568-2422
West Warwick: **Christopher Heon**.....822-9241

SENIOR CITIZENS POLICE ADVOCATES

Police Advocates:

Barrington: Josh Birrell/	
Joseph Benedetti	437-3930
Block Island: Vincent Carleone	466-3220
Bristol: Adam Clifford	253-6900
Burrillville: Brain Pitts	568-6255
Central Falls: John Laboissoniere	727-7411
Charlestown: Jack Shippee	364-1212
Coventry: David Fraatz	826-1100
Cranston: Carl Ricci	477-5073
Cumberland: Michael Kinch	333-2500
East Greenwich: Jon Chirnside	884-2244
East Providence: Jeff Perry	435-7630
Exeter: William Jamieson	444-1068
Foster: William Ziehl	397-3317
Glocester: Kimberly Bertholic	568-2533
Hopkinton: John Patton	377-7750
Jamestown: John Dube	423-1212
Johnston: James Amodei	231-4210
Lincoln: Bob Kells	333-1111
Little Compton: Patrick Martin	635-2311
Middletown: Ray Clancey	846-1144
Narragansett:	
Anthony Pelopida, Jr.	789-1091, X 305

SENIOR CITIZENS POLICE ADVOCATES

North Providence: **Joseph Sanita**.....233-1433
North Smithfield: **Bruce Senecal**.....762-1212
Pawtucket: **Angelo Squadrito**.....727-9100
Portsmouth: **George Grassi**.....683-0300
Providence: **William Merandi**.....243-6407
Richmond: **Raymond Driscoll**.....539-8289
Scituate: **Charles Collins, Jr**.....821-5900
Smithfield:
Kevin Proulx/Robert Squillante..231-2500, X30
South Kingstown: **Geoffrey Peckham**...783-3321
Tiverton: **Ken Cabral**.....625-6716
Warren: **Joseph Loiselle**.....245-1311
Warwick: **Steve Lombardi**.....468-4325
Westerly: **Ken Brown**.....596-2022
West Greenwich: **Ray Cappelli**.....397-7191
West Warwick: **Sandra Marinucci**.....821-4323
Woonsocket: **John Donlon**.....766-1212
State Police: **Joseph Meich**.....444-1000

The **Commission for the Safety and Care of the Elderly** was established in 1986 to work with fire and police advocates in each community of the state regarding domestic violence, personal security and other issues that affect the quality of life for seniors. Call **462-0537**.

SENIOR WORKFORCE DEVELOPMENT

DEA sponsors employment and training programs for income-eligible persons 55 and older.

The **Senior Job Service** serves all persons 55 and over (regardless of income) seeking part-time or full-time jobs. Job counselors can assist in job matching, referrals, and assistance with job searches. Call **462-0535**.

The **Senior Community Service Employment Program (SCSEP)** provides employment and training opportunities through placement at non-profit agencies statewide. Participants earn minimum wage, work 20 hours weekly and develop skills on the job for future employment. The goal for each individual is to obtain permanent part-time or full-time employment.

Rhode Island **SCSEP** agency sponsors include:

East Bay Community Action.....437-1000

SER Jobs For Progress.....724-1820

Westbay Community Action....732-4666, X 120

Local **NetWORKri** offices provide job search assistance, employment opportunities, and workshops at no cost through a **DEA** partnership. Call **462-0535**.

SOCIAL SECURITY

The **Social Security Administration** is the primary source of information about **Social Security, Supplemental Security Income (SSI)**, and **Medicare** enrollment.

The **Personal Earnings and Benefit Estimate Statement** provides workers with a year by year record of their earnings and an estimate of their **Social Security** benefits. For information, visit www.ssa.gov or call **1-800-772-1213**.

In 2006, beneficiaries under 65 may earn up to \$12,480 without affecting their **Social Security** benefits. There is no earnings limit for workers 65 or older. Workers reaching full retirement may earn up to \$33,240 in the months before full retirement and still receive all their benefits for that year.

Local offices include:

Newport	849-3487
130 Bellevue Avenue 02840	
Pawtucket	724-9611
55 Broad Street 02860	
Providence	528-4501
380 Westminster Mall 02903	
Warwick	822-1463
30 Quaker Lane 02886	
Westerly/Vicinity	860-443-8455
2 Shaws Cove -Rm.203 New London, CT 06320	
Woonsocket	766-8423
127 Social Street 02895	

SUPPLEMENTAL SECURITY INCOME (SSI)

Supplemental Security Income (SSI) provides supplemental cash payments for qualified persons 65 and older, blind or adults with disabilities.

Apply for **SSI** through the **Social Security Administration** by calling **1-800-772-1213**. More information is available on the web site www.ssa.gov. **SSI** recipients are eligible for **Medical Assistance**, homemaker service if determined to be necessary, moving expenses, discount on telephone service, hearing aid if necessary, reduced electric rates, and assistance from a social worker.

SSI recipients may have earnings up to \$65/month before **SSI** benefits are affected.

These are the most current monthly unearned income guidelines.

	Individual	Couple
In own household:	\$660.35*	\$1,012.50
In another person's household:	\$471.94	\$731.17
In an assisted living facility:	\$1,178	
Resources:	\$2,000	\$3,000
Face value of life insurance:	\$1,500 per person	

*Note: \$20 per month income is not counted when determining eligibility.

TAX INFORMATION

Rhode Island cities and towns offer some type of property tax relief to their older residents who meet age, income, and residency requirements. Inquire at your city or town hall.

Applications for the **Rhode Island Property Tax Relief (Form RI1040-H) Program** must be filed between January 1 and April 15. Rhode Island resident homeowners and renters with household incomes under \$30,000 may receive up to \$250.

Information and assistance with state income taxes is available from the **Rhode Island Division of Taxation**, One Capitol Hill, Providence, RI 02908. Call **222-1040**. The **forms only** telephone number is **222-1111**, or you can visit their web site at **www.tax.state.ri.us**.

Information regarding federal taxes is available from the **Internal Revenue Service**, 380 Westminster Street, Providence, RI 02903. Call **1-800-829-1040 (Voice/TTY)**. The **forms only** telephone number **1-800-829-3676**, or you can visit their web site at **www.irs.gov**.

The **AARP Tax Aide** program provides information and assistance with completing tax returns between February and April 15 at numerous sites around the state. Call the **DEA Customer Information Referral and Assistance Center** at **462-4000 (Voice)** or **462-0740 (TTY)** to get a list of **AARP** tax assistance sites.

TRANSPORTATION

The **Ride** program provides transportation services to those 60 and older and handicapped persons under 60 who meet certain criteria.

Transportation is generally available weekdays for doctors' appointments, therapy, medical tests, senior day care, kidney dialysis, cancer treatments and meal site lunches. Call **Ride** approximately three to four weeks prior to appointments at **461-9760** or **1-800-479-6902**.

These communities provide additional transportation for their senior residents:

Barrington	247-1926
Bristol	253-8458
Burrillville	568-4440
Coventry	822-9175
Cranston	943-3341
Lincoln	723-3270
Narragansett	782-0675
North Kingstown	268-1590
North Providence	231-0749
North Smithfield	765-3535
Pawtucket	725-8220
Scituate	647-2662
Smithfield	949-4592
South Kingstown	789-0268
Warren	245-8140
Warwick	738-1276
Woonsocket	1-877-906-3539

TRANSPORTATION

Rhode Islanders of any age who have a disability may be eligible for **Americans with Disabilities Act (ADA) Paratransit Services** from the **Rhode Island Public Transit Authority (RIPTA)** curb-to-curb transportation service to people with disabilities which prevent them from using regular **RIPTA** bus service. This service is provided along existing **RIPTA** service corridors at a cost of twice the standard bus rate for all riders. Apply by calling **784-9500**.

RIPTA bus passes cost residents 65 or older \$5 and are valid for 5 years. Qualified riders who have a disability pay \$2 for their 2-year pass. Pass holders pay half-fare on off-peak hours, weekends, and holidays. Bus pass holders enrolled in **Medical Assistance (Medicaid)** or **RIPAE** or who have incomes within the **RIPAE** limit, may apply for the **No Fare** program and ride free during all hours. Call **RIPTA** at **784-9500**, **X604** for details.

For additional information on **RIPTA** programs, you can go to their web site at www.ripta.com.

DHS will help persons who are enrolled in Medicaid arrange suitable non-emergency transportation for covered services. Call **784-3899**.

VOLUNTEERING

The **Retired Senior Volunteer Program (RSVP)** provides opportunities for persons 60 years and older to utilize their enthusiasm, skills, and experience in a volunteer capacity.

For information, call these agencies:

Blackstone Valley RSVP	723-4520
Capitol Region RSVP	421-7472
Cranston RSVP	461-1000
East Bay RSVP	435-7876
Seniors Helping Others	789-2362
Westbay RSVP	732-4660
Woonsocket RSVP	766-2300

SCORE-Counselors to America's Small Business is a non-profit organization of active and retired business executives that offers free, confidential advice for persons who are starting or operating a small business. Call **528-4571**. You can also visit the national web site at www.score.org.

DEA sponsors the **Volunteer Guardianship Program** through a **Meals on Wheels of Rhode Island (MOW)** grant. Volunteers are trained to serve as guardians for eligible frail elders who have cognitive impairments. For information, call **MOW** at **351-6700** or **1-888-446-3257**.

The **Providence Foster Grandparent Program**, 9 Courtland Street, Providence, RI 02909 serves special needs children in the capital city. Call **421-1095**. The **Foster Grandparent Program of Rhode Island**, 20 Factory Street, West Warwick, RI 02893 serves special needs children statewide. Grandparents serve in residential and community settings such as schools, day care centers and hospitals. Call **822-4450**.